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February 25, 2019

The Honorable Jocelyn G. Boyd
Chief Clerk and Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

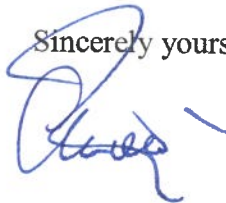
Re: Docket No. 2018-211-T. Kevin Marra, Complainant/Petitioner v. JMS Worldwide, LLC, Defendant/Respondent

Dear Ms. Boyd:

In compliance with the Commission's Order No. 2019-112 in the above-referenced docket, JMS Worldwide has developed the attached Code of Ethics and Conduct in consultation with the Office of Regulatory Staff and is presenting it to the Commission in this filing.

With best wishes, I am,

Sincerely yours,



Charles L.A. Terreni

Enclosure (as stated)

c: Counsel of Record
Mr. Richard Johnson

JMS WORLDWIDE, LLC
Code of Ethics and Conduct

JMS Worldwide's mission is to provide top-quality professional moving and storage services on every move.

To accomplish our mission, all JMS Worldwide employees will:

- Maintain positive attitudes. Be friendly and cheerful and remember that the customer always comes first.
- Be presentable and approachable. We will project positive and respectful body language and maintain a calm and positive tone of voice.
- Listen to our customers. Ask questions and pay close attention to their answers.
- Provide accurate written estimates before every move.
- Give customers accurate pick-up and delivery windows and promptly notify them of any changes.
- Communicate throughout the moving process and provide honest and accurate information.
- Have the highest level of vehicle maintenance, safety standards and driver qualifications to protect safety and prevent injury.
- Provide continuing training, education, and performance reviews of employees, drivers, sales persons, and staff to ensure the highest levels of services offered.
- Operate as accountable employers and to encourage our employees to behave in a responsible and respectable manner as they represent our company.
- Make good faith efforts to resolve disputes.
- Understand and follow all laws and regulations.

BEFORE
THE PUBLIC SERVICE COMMISSION
OF SOUTH CAROLINA
DOCKET NO. 2018-211-T
CERTIFICATE OF SERVICE

I, **Carl E. Bell**, hereby certify that I have, on this **25th day of February 2019**, served the **Letter with attached Code of Ethics and Conduct**, upon the parties listed below via email addresses:

Jenny R. Pittman, Esquire
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